

nut to crack and there are so many ITIL-4-DITS preparation questions related to the exam, it seems impossible for us to systematize all of the key points needed for the exam by ourselves. We would like to help you out with the ITIL-4-DITS Training Materials compiled by our company. There are so many strong points of our ITIL-4-DITS training materials, you will be bound to pass the ITIL-4-DITS exam with high scores.

Peoplecert ITIL 4 Leader: Digital & IT Strategy Exam Sample Questions (Q43-Q48):

NEW QUESTION # 43

Which describes digital technology?

- A. The internal IT team of a service provider organization
- **B. A combination of information technology and operational technology**
- C. An organization that is enabled to do business significantly differently
- D. The application of technology for detecting changes in physical devices

Answer: B

NEW QUESTION # 44

An organization has identified an opportunity to provide increased value to the healthcare user market. It wants to provide online access to healthcare services before its competition.

Which is the NST value proposition for the healthcare user market to include in the strategy?

- A. Shareholder will receive Improve dividends from increased proms without significant Investment
- B. The organization will be able to utilize Innovative technology to develop software apps in faster times to market
- **C. Consumers will be able to access advice and request prescriptions quickly at al limes without attending a medical facility**
- D. Healthcare professionals will be able to promote the services to healthcare users and reduce costs

Answer: C

Explanation:

Consumers will be able to access advice and request prescriptions quickly at all times without attending a medical facility is the best value proposition for the healthcare user market to include in the strategy. It describes how the online access to healthcare services will benefit the consumers by meeting their needs and expectations, creating value and convenience for them, and differentiating the service from the competition. Reference: ITIL 4 Leader: Digital and IT Strategy, page 12-13

NEW QUESTION # 45

An organization is aiming to use an innovative social media platform to improve engagement with young consumers.

What should the organization's strategy focus on?

- A. Operational excellence supported by customer and market relevance
- B. Ecosystem disruption supported by operational excellence
- **C. Customer and market relevance supported by operational excellence**
- D. Market relevance supported by ecosystem disruption

Answer: C

Explanation:

Customer and market relevance is about understanding and meeting the needs and expectations of customers and markets, especially in a dynamic and competitive environment. Operational excellence is about delivering services efficiently and effectively, with high quality and reliability. An innovative social media platform can help improve engagement with young consumers by enhancing customer and market relevance, while operational excellence can support the delivery of the platform and its services.

Reference: ITIL 4 Leader: Digital and IT Strategy, page 15-16

NEW QUESTION # 46

An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it. What is the MOST approach to achieve this?

- A. Ensure there is one common communication channel for the strategy
- B. Deliver compulsory strategic awareness sessions regularly
- C. Tailor strategic communications to the stakeholders preferences
- D. Utilize metrics to ensure staff comply with the strategy

Answer: C

NEW QUESTION # 47

An organization has started a digital transformation programme, and wants to create a culture of innovation. This month, the CIO plans to deliver a presentation on how chatbots can improve the customer registration experience. Which approach is the CIO using to support the programme?

- A. Working with workflow and talent management
- B. Giving employees time for training and development
- C. Encouraging digital technology opportunities
- D. Establishing a mantle intelligence culture

Answer: C

NEW QUESTION # 48

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